



Code: 8740

Family: Public Safety

Service: Public Safety

Group: Fire Service

Series: Fire Fighting

CLASS TITLE: COORDINATOR OF COMMUNITY SERVICES - CFD

CHARACTERISTICS OF THE CLASS

Under direction, directs the activities of Chicago Fire Department sworn staff engaged with community organizations to promote a positive image of the Fire Department and to promote fire and injury prevention programs, and performs related duties as required

ESSENTIAL DUTIES

- Serves as second in command to the Coordinator of Fire Awareness, assisting in the development and coordination of the Fire Safety course and the certification process for fire safety awareness, injury and hazard prevention provided to interested city residents and high-rise building property managers and their designees
- Develops fire safety awareness, injury and hazard prevention instructional modules and trains sworn staff functioning as Public Education Officers providing community outreach services
- Plans and implements the community outreach service programs educating residents on matters of fire safety awareness, injury and hazard prevention to Chicago residents
- Monitors the Public Education program verifying that staff secure and maintain appropriate training certifications as Public Education Officers
- Ensures the public receives appropriate educational instructions and demonstrations on the proper installation, methods and procedures for child safety car seats to prevent injuries
- Oversees staff training and the delivery of interventionist counseling and referral services for juveniles suspected of setting fires
- Oversees the training of high-rise residential and commercial building managers and their designees to be educated and certified by the Fire Department as Fire Safety Directors responsible for promoting fire safety awareness, injury and hazard prevention and emergency evacuation plans to their building occupants
- Serves as liaison and networking resource to community groups and social service agencies in areas involving educational outreach and victim referral services for individuals affected from fires and accidents
- Attends meeting and community organizations as directed
- Prepares progress and activity reports

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Career Service status as a uniformed member of the Chicago Fire Department
- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration, Fire Sciences or a directly related field, PLUS four (4) years of training experience **OR** ten (10) years as a uniformed member of the Chicago Fire Department, of which five (5) years of work experience as a Public Education Officer, or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

WORKING CONDITIONS

- General office environment
- Hazardous conditions
- Extreme heat
- Public safety work environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Firefighting personal protection and related equipment
- Two way radios

PHYSICAL REQUIREMENTS

- Stressful and physically demanding environment
- Strenuous firefighting work requiring physical strength, coordination, endurance, flexibility and use of specialty equipment and protective gear

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Comprehensive knowledge of:

- methods and practices employed in planning, developing, implementing and monitoring community service and public education programs

Considerable knowledge of:

- community service and public education programs
- strategies used to analyze and respond to community problems
- Fire Department protocols for responding to large scale crisis and emergency situations

Some knowledge of:

- departmental programs, services, policies and procedures
- Chicago fire codes and ordinances, especially those pertaining to high rise buildings
- high rise safety and evacuation procedures, including the roles of Fire Safety Director and any/all building safety team rolls in commercial and residential structures

Knowledge of applicable City and department, policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making

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- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- INSTRUCTING - Teach others how to do something
- NEGOTIATION – Bring others together and trying to reconcile differences
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- *COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- *WRITE - Communicate information and ideas in writing so others will understand problems to produce answers that make sense
- REASON TO SOLVE PROBLEMS - Apply general rules to specific MAKE SENSE OF
- INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- *SPEAK - Communicate information and ideas in speaking so others will understand
- *COMPREHEND WRITTEN INFORMATION - Read and understand information ideas presented in writing

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
December, 2014